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EN

# SurfTab® breeze 7.0 plus

**OPERATING INSTRUCTIONS**

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We hope you enjoy your TrekStor SurfTab breeze 7.0 plus.
Please read the following passages carefully to familiarise yourself with the functions of this product and how to operate it.

IMPORTANT!
Follow the safety information in Section 2.

IMPORTANT!
Please keep these instructions in a safe place for future reference. Should the device change hands, pass these instructions on to the new owner.

Up-to-date product information is available on the TrekStor website: www.trekstor.de

Visit www.trekstor-onlineshop.de for additional products and accessories.

## 1) About the SurfTab breeze 7.0 plus

The TrekStor SurfTab breeze 7.0 plus is a tablet PC with IPS touch screen for surfing the Internet, using apps and playing music, videos and games.

Only use the device for its intended purpose. The manufacturer is not liable for damages resulting from improper use. Furthermore, the manufacturer shall not be responsible for damages or loss of data and any subsequent damage caused.

## 2) Safety information

These instructions use the following warning symbols and key words:

***DANGER***
*Indicates possible danger to life and/or danger of severe, irreversible injuries.*

***CAUTION***
*Follow instructions to avoid injuries and material damage.*

***WARNING***
*Follow instructions to avoid material damage.*

***NOTE***
*Further information about the use of the device.*

## Operational safety

***CAUTION***
*Those who, as a result of their physical, sensory or mental capabilities, or lack of experience or knowledge, are not in a position to use the product safely must not be allowed in the vicinity of the product without supervision or instruction by a person responsible for their safety. Supervise children around the product.*



***DANGER***
*Keep packaging materials out of reach of children (e.g., plastic sheets). There is a danger of suffocation.*

***DANGER***
*Some accessories can pose a choking hazard for babies and young children. Keep these accessories out of reach of babies and young children.*

***DANGER***
*Never open the casing of the device or the charger: This may cause an electrical shock, short circuit or fire!*



***DANGER***
*Do not insert any object into the ports or openings of the device or charger: This may cause an electrical shock, short circuit or fire!*

***DANGER***
*Do not cover the device or charger during operation or while charging. This may cause the device/charger to overheat and potentially catch fire!*

***CAUTION***
*This device can generate high sound volumes. Never listen at high volumes for long periods. Doing so can result in immediate or gradual hearing damage. Remember: Permanent hearing damage may only emerge later in life. You may become used to listening to high volumes over time, making them appear normal to you. However, your hearing may have already been damaged. The higher you set the volume, the more quickly your hearing can be damaged.*

***DANGER***
*Your safety is very important to us! Safety always has first priority in road transport. Protect yourself and other road users by operating the device only if the traffic situation allows it and you do not endanger or hinder anyone. Adjust the volume of the device for your safety so that you can continue to react to all the sounds around you. Local legislation in force applies.*

***WARNING***
*Do not exert excessive pressure on the display, as it may break.*

max. 3 m

*Avoid using USB cables over 3 m in length.*

*Exposing the device to electrostatic discharge can interrupt the data transfer between the device and the computer or impair the functions of the device. Should this happen, disconnect the device from the USB port and reconnect it or rebuild the WiFi connection from scratch.*

## Repair

***WARNING***
*No parts inside the device require maintenance or cleaning.*

***WARNING***
*Should the device become wet, turn it off immediately. Ensure the device is checked for operational safety before using it again.*

## Intended operating conditions

*Protect the device from extremely high or low temperatures and fluctuations in temperature. Use it at an ambient temperature between 10º C and 40º C.*

*Do not place the device near a heat source and protect it from direct sunlight.*

*Never expose the device to humidity, condensation or moisture.*

*Ensure you use and store the device in a dust-free environment.*

## Power supply

***CAUTION***
*Only ever use the original charger or a charger with the correct voltage and amperage to prevent damage to the device. If you have to resort to a universal charger, pay attention to the polarity of the charging device as well as the voltage and amperage. Your device may suffer irreparable damage if these specifications are not properly adhered to.*

***CAUTION***
*Do not use or charge the device if the battery is damaged or leaks.*

## Care and maintenance

*Never clean the surface of the device with solvents, paint thinners, cleaning agents or other chemical products. Use a soft, dry cloth or a soft paintbrush.*

## Information on the memory capacities indicated

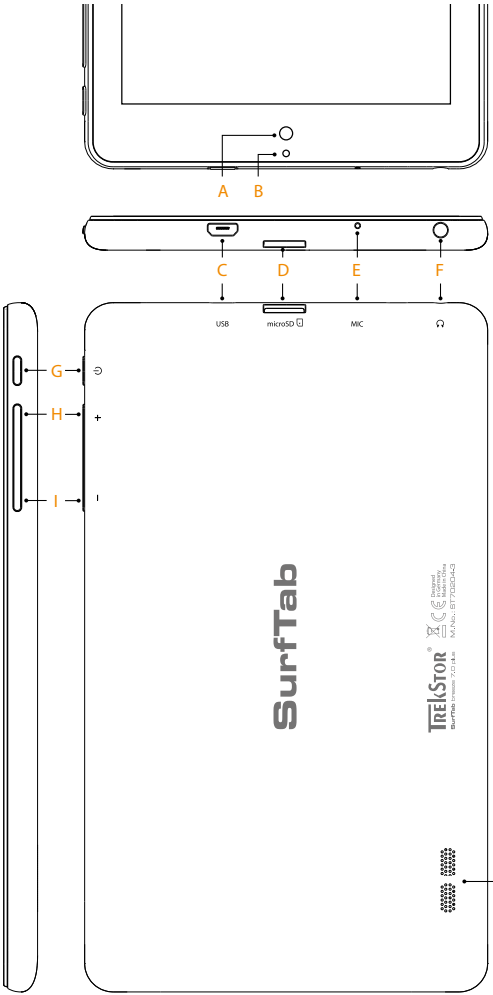
*The storage capacity indicated on the packaging and in the technical specifications refers to the total storage capacity of your device. The storage capacity of the device indicated by your operating system may differ from the stated storage capacity, as a portion of the total storage is also used by the operating system and system applications.*

## 3) Technical specifications

| | |
|---|---|
| Dimensions (W x H x D) | 193 x 112 x 9.7 mm |
| Weight | 280 g |
| Processor (CPU) | Cortex A9 dual-core, 1.0 GHz |
| Graphics processing unit (GPU) | Mali-400 MP2 |
| Battery | Lithium polymer |
| Housing material | Plastic |
| Display type | 5-point capacitive multi-touch display |
| Display size | 7" (17.78 cm) |
| Aspect ratio | 16: 9 |
| Screen resolution | 1024 x 600 |
| Interfaces | Micro USB (with host function), audio out, microphone, camera, microSD card reader, WiFi |
| Supported memory cards | microSD, microSDHC (max. 32 GB) |
| Supported operating systems | Linux®, Mac OS® (from OS X 10.6), Windows® (Windows 8, 7, Vista®, XP) |
| Camera | 0.3 MP webcam |
| Operating system | Android™ 4.2.2 (Jelly Bean) |

## 4) Scope of delivery

- TrekStor SurfTab breeze 7.0 plus
- USB cable (micro USB/USB-A)
- Power adapter (100 V – 240 V)
- Cleaning cloth
- Quick guide
- Product safety and legal information


A
B
C
D
E
F
USB
microSD
MIC
G
H
I
+
-
SurfTab
TrekStor
J

## 5) Controls and connections

A) Camera
B) Two-colour status LED (red = charging/yellow = charged)
C) Micro USB socket
D) microSD card slot
E) Microphone
F) Audio out socket
G) On/off switch
H) Volume +
I) Volume -
J) Speaker

## 6) Charging the SurfTab

Please fully charge your SurfTab before you use it for the first time. Connect your SurfTab to a plug socket using the USB cable and power adapter. The SurfTab is fully charged when the two-colour status LED turns yellow. Charging via a PC generally take longer than charging via a plug socket.

*The maximum battery life is reached after approximately ten charging cycles.*

## 7) Switching on the SurfTab

After you have charged your SurfTab, you can switch it on. Press the on/off switch for three to five seconds to start the device. As soon as the device is switched on, the lock screen appears. Place your finger on the lock symbol on the screen and drag the lock symbol to the right to the open lock. Your SurfTab will now display the home screen.

*If you are using your new SurfTab for the first time, a configuration assistant will appear to help you configure the first important settings on your SurfTab. The settings that you specify here (for example, language or WiFi) can be altered again later on the applications menu under "Settings".*

## 8) Elements on the home screen

A) Microphone
B) Google™ Search
C) Status display and quick menu (swipe the status display downwards to see the quick menu)
D) Quick start bar
E) Applications menu
F) Back to the previous screen
G) Home icon (back to the home screen)
H) View all open elements

# 9) Using the touch screen

## Scrolling

The home screen of your SurfTab extends two pages to the right and left of the middle window. To reach these pages, slide your finger from left to right (or the reverse) across the screen.

In an open window (for example, in a menu, browser, app or in folders), you "drag" the screen by sliding it in the direction you require with your finger.

*Use your fingers or a suitable display stylus (available in specialist shops) to operate the touch screen. Never use ordinary pens or other sharp objects.*

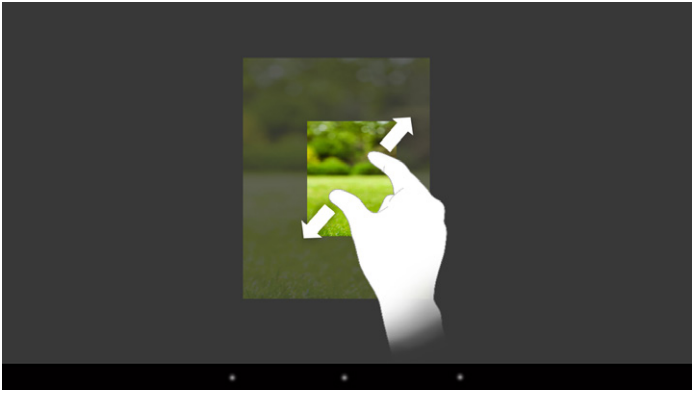
## Selecting an element

To open an element or select an option, briefly touch the icon you require with your finger.

*If you want to close a recently used element (app, widget, menu), tap the display of all open elements. Place your finger on the element that you want to close and drag the element down to close it.*

## Enlarging and reducing the view

To enlarge the display, move two fingers apart on the screen or tap the display twice in quick succession. Conversely, move two fingers towards each other on the screen to reduce the display again.



## Using the display keyboard

If you tap a text field in order to enter text (for example, a Web address), the display keyboard appears. Enter the text in the usual way via the keyboard. Use the "?123" and "~\{" buttons to enter numbers and special symbols. To enter an alternative letter (for example, a letter with an accent or German umlaut), press and hold a particular letter to view the available alternatives.

*You can specify further display keyboard settings under "SETTINGS" ➡ "LANGUAGE & INPUT" ➡ "KEYBOARD & INPUT METHODS".*

## 10)Personalising the home screen

You can set up the home screen (as well as the four additional pages) according to your wishes by adding or removing app shortcuts and widgets and altering the background.

### Adding apps to the home screen

a) Tap the applications menu in the quick start bar on the home screen. A screen opens showing the apps that are currently available.

b) Keep pressing the app that you have selected until the home screen appears.

c) Now drag the selected icon to an empty position of your choice within the blue frame. To place the icon on the next page of the home screen, drag the icon to the page edge.

*You can move an icon placed on your home screen at any time. Hold your finger on the icon that you want to move until a thin, blue frame appears on the screen. You can now move the selected icon to any empty position within the blue frame (or to the next page of your display).*

### Adding widgets to the home screen

In addition to apps, you can also add widgets to your home screen.

a) Tap "Widgets" on the top left of the applications menu.

b) Keep pressing the widget that you have selected until the home screen appears.

c) Now drag the selected widget to an empty position of your choice within the blue frame. To place the widget on the next page of the home screen, drag the icon to the page edge.

### Removing apps and widgets from the home screen

a) To remove an app or widget from the home screen, tap and hold the respective icon. "Remove" or "X" appears at the edge of the screen.

b) Keep the icon pressed and drag it to "Remove" or "X".

*This action deletes the link to the home screen but does not delete the app itself. To find out how you can completely remove an app from your SurfTab, see Section 15.*

## Changing the screen background

a) Touch an empty area of the screen background until a window with the message "Choose wallpaper from" appears.

b) Now tap the respective icon to choose whether to use a background motif from the "Gallery", the "Wallpapers" or the "Live Wallpapers" (moving pictures).

c) Tap the required picture in the selected folder and confirm your choice with "Set wallpaper".

*If you choose a background from the gallery, you also have the option to select a particular area of the chosen picture as your background motif. Move the selection window on the picture and tap "OK" on the top right side as soon as you have chosen the required area of the picture.*

## 11) Setting up a screen lock

To make the data on your SurfTab more secure, we recommend that you set up a screen lock. Please proceed as follows:

a) Go to "Settings" via the quick start bar or via the applications menu.

b) Drag the left menu column up until you can see the "Security" menu item. Tap "Security".

c) Tap "Screen lock" on the menu column on the right.

d) Now tap the type of screen lock that you require to then set it up.

*Whenever you now unlock the screen, you will be prompted for the form of identification that you have set up.*

*If you have forgotten your password, you can reset it using the recovery mode (see Section 18).*

## 12) Connecting to the Internet

You can connect your SurfTab to the Internet via WiFi. If you would like to establish a connection to a new wireless network, proceed as follows:

a) Go to "Settings" via the quick start bar or the applications menu. You will find the "Wi-Fi" option on the left menu column.

b) Tap "Wi-Fi". The menu item is now highlighted in colour.

c) Slide the on/off switch for the WiFi option located on the right-hand side of the highlighted area from "Off" to "On".

d) The WiFi function is activated and all available wireless networks are displayed on the right menu column.

e) Tap the network that you wish to connect to. An input window appears. Enter the network key ("Password") of the wireless network you have selected and tap "Connect".

f) The SurfTab will connect to the Internet via the wireless network you have selected. You can now surf the Internet using a browser app.

*Once you have established a connection to a WiFi network, the SurfTab will automatically connect to it as soon as it is within reach. You do not need to re-enter the network key.*

*To save power, it is advisable to turn off the WiFi function when it is not in use.*

## 13) Using the camera

Open the applications menu and tap the camera icon. The following screen appears:

## Taking a photo

Hold the SurfTab with the camera in the required direction and press the shutter button (14 B). The picture is saved and the SurfTab briefly displays a preview of the photo.

**Accessing additional camera setting options**

a) Tap a free area on the screen or the circle symbol (14 A) in the camera controls. A white circle appears on the display (14 D).

b) A selection of available options is displayed around the circle.

c) To select the option you require or display further sub-options, move your finger to the respective option.

**Editing photos**

a) Briefly tap the lower edge of the display to show the task bar. Now tap the home icon to exit the camera mode.

b) Open the gallery by tapping the gallery symbol on the applications menu or in the quick start bar.

c) In the gallery, tap the photo that you would like to edit. The following symbol appears on the lower left of the screen:

d) Tap this symbol. Various exposure options and other options are now displayed beneath the photo.

e) Tap the option you require and save your change by tapping "Back to the previous screen".

*The SurfTab now saves a new picture. The original picture is not overwritten.*

*To exit the camera mode, briefly tap the edge of the display to show the task bar.*

## Recording a video

a) Tap the photo camera symbol (14 C) on the edge of the screen and then tap the video camera symbol.

b) A red dot now appears in the camera controls.

c) Tap the red dot to start recording the video. To stop recording, tap the red dot again.

*Additional camera setting options are also available in video mode (though not while recording) (see above: "Accessing additional camera setting options").*

## Zooming

You can zoom in on or out of your subject both in photo and in video mode. Move two fingers apart on the screen to zoom in and move two fingers towards each other again to zoom out.

*To exit the camera mode, briefly tap the edge of the display to show the task bar.*

# 14) Setting up/removing an email account

## Setting up an email account

a) Make sure that your SurfTab is connected to the Internet.

b) Select "E-Mail" in the quick start bar or on the applications menu.

c) Enter a valid email address in the upper input field and the associated password in the lower input field.

d) Tap "Next" to confirm your entries.

e) You can specify further account settings in the next steps. Confirm the settings that you have specified with "Next".

*As soon as you have set up the account according to your wishes, the email app is ready for use.*

## Removing an email account

a) Select "E-Mail" in the quick start bar or on the applications menu.

b) Tap the three vertically stacked dots on the top right side and then tap "Settings".

c) Now tap the account that you wish to remove on the left menu column.

d) Drag the right menu column right to the top and tap "Remove account".

e) Confirm your selection with "OK". The account will now be deleted.

## 15) Installing/uninstalling apps

### Downloading and installing apps

Thanks to access to Google Play™, your SurfTab allows you to add further apps, widgets, programs and eBooks to the ones that are pre-installed.

The Play Store app is already installed on your SurfTab. You can find it on the applications menu.

*To be able to download apps via the Google Play Store, you require a Google account. If you have not yet set up a Google account, a configuration assistant will start the first time you open the Play Store app. The configuration assistant will guide you through the process of setting up a Google account. You can link an existing Google account to the app or create a new Google account.*

After you have set up your Google account, the app is ready to help you download new apps. To download a new app, follow the instructions of the Play Store app.

As soon as you have installed an app, it will be visible on the applications menu. Either run the app from there or add it to your home screen.

*To be able to download programs, apps or eBooks, your SurfTab has to be connected to the Internet.*

*Some apps must be purchased before you can download them. The Google Play Store provides instructions on choosing the correct payment system and on making payments.*

### Uninstalling apps

To remove self-installed apps from your SurfTab, please proceed as follows:

a) Tap "Settings" in the quick start bar or on the applications menu.

b) Use your finger to drag the left menu column up until the "Apps" option is visible. Tap "Apps".

c) Drag the right menu column to the left or right until you see the "All" category.

d) Now drag the right menu column up until the app to be removed becomes visible.

e) Tap the app that you want to remove and select "Uninstall" in the view that appears. Confirm once more with "OK". The app will now be uninstalled.

*You can only uninstall apps that you installed yourself. Factory-installed apps that are integrated into the system can only be "Deaktivated". Deactivating apps that have been integrated into the system can impede the functionality of your SurfTab.*

## 16) Connecting other devices

### Connecting the SurfTab to a computer

a) Connect the SurfTab to your computer with the micro USB cable provided.

b) A short moment later, the memory of the SurfTab will be shown as an external drive in your computer's file explorer. From here you can load, copy, delete or move files as usual.

### Connecting a USB device

External USB devices such as USB-Sticks can be connected directly via the micro USB socket of the SurfTab or using the micro USB host adapter cable.

*To be able to move files between your SurfTab and an external storage device, you need an app that functions as a file browser (such as the "ES FILE EXPLORER" or the "FILEBROWSER").*

a) Connect the external USB storage device to the SurfTab.

b) A USB-Stick symbol appears on the top left of the status display.

c) You can now load, copy, delete or move files as usual using your file explorer app.

*The power supply of the SurfTab may not be sufficient to ensure that all the functions of the connected USB device work properly. For this reason, make sure that you supply additional power to external USB devices via a charging cable.*

## 17) Activating standby mode

If you do not want to use your SurfTab for a while, press the on/off switch briefly to put the SurfTab into standby mode and save power. To exit standby mode, briefly press the on/off switch again.

Once you have reactivated the SurfTab, it will initially display the lock screen. Place your finger on the lock symbol and drag it to the right to the open lock. Your SurfTab will now display the home screen.

*If you previously set up a screen lock, you must now identify yourself using the method that you chose in order to unlock the SurfTab.*

*Standby mode is activated automatically when the SurfTab is not used for a certain time. You can specify the period of time after which the SurfTab automatically goes into standby mode under "SETTINGS" ➡ "DISPLAY" ➡ "SLEEP".*

## 18) Reset and recovery mode

**Reset**

If your SurfTab "freezes" and no longer responds, you can restart the device by resetting it. To do so, press the on/off switch for approximately 20 seconds. The SurfTab restarts.

**Putting the SurfTab into recovery mode/loading the factory settings**

The "recovery mode" allows you to reset the device to its factory settings, delete forgotten passwords or delete the memory of the SurfTab, for instance.

⚠ *As system-related settings can be specified in recovery mode, you should only use this mode if you have the necessary technical knowledge.*

a) Please switch off your SurfTab.

b) Press the "volume +" button and keep it pressed.

c) Please also press the on/off switch and keep it pressed.

d) As soon as the TrekStor logo appears, release the on/off switch.

e) A little while later, the recovery mode menu is displayed. You can now release the "volume +" button as well.

f) Use the volume buttons to navigate through the menu, and use the on/off switch to select an option.

ⓘ *To restore the SurfTab to its factory settings, select the option "WIPE DATA/FACTORS RESET". WARNING: All the files that you have stored (photos, text files, bookmarks and so on) and the settings that you have specified (background, passwords and so on) will be deleted.*

g) To exit the recovery mode, use the volume button to select the "REBOOT SYSTEM NOW" option and confirm by pressing the on/off switch. Your SurfTab now exits the recovery mode and restarts.

ⓘ *You can also reset the SurfTab to its factory settings using "SETTINGS" ➡ "BACKUP & RESET".*

## 19) Switching off the SurfTab

a) Press the on/off switch for approximately two to four seconds to switch off the device.

b) Tap "Power off".

c) The following message appears: "Power off/Your tablet will be shut down". Tap "OK" to confirm and switch off the SurfTab.

## 20)Notes on copyright and trademarks

Copyright law prohibits the copying of the content of these operating instructions (illustrations, reference documents etc.), in whole or in part, without the permission of the copyright holder.

Android and Google Play are trademarks of Google Inc. Use of these trademarks is subject to Google Permissions.

Mac OS and OS X are trademarks of Apple Inc., registered in the U.S. and other countries.

Microsoft, Windows and Windows Vista are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

TrekStor and SurfTab are registered trademarks of TrekStor Ltd. in the European Community and other countries.

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## Open Source Software

This product contains software which might in whole or in part be free software under license of Free Software Foundation (FSF). This is subject to terms and conditions of GNU General Public License (GPL) as well as Lesser General Public License (LGPL).

For further information visit

http://www.gnu.org/licenses/gpl

For additional informations concerning Source Code please consult

http://www.trekstor.de/opensource/

**Disclaimer of liability**

Since this is concerning free software Contributor does not give any guarantee about free software as far as permitted by law.

Please be aware that this disclaimer is not concerning regular use of hardware and regular warranty of this device itself.

## 21)Notes on disposal

### Disposal

*This symbol indicates that this product and/or the battery used contain components that are harmful to the environment and/or human health if not disposed of correctly. As the owner of a used electrical or electronic device, you may not dispose of this device together with unsorted domestic waste.*

*Remove the battery from the device before disposing of your old device. Contact your city or municipal authority for information on how to correctly dispose of the device and its battery.*

### Recycling

*Your device and its sales packaging consist of valuable raw materials, which must be recycled in the interest of environmental protection. Contact your city or municipal authority for information on the correct method of disposal.*

## 22)Notes on liability and warranty

The manufacturer shall reserve the right to constantly further develop the product. These changes may be made without any direct reference to them in the operating instructions. As a result, the information contained in the operating instructions does not need to reflect the current technical design.

The statutory warranty period for consumer products is 24 months. There is no warranty beyond this.

Unauthorised modifications to the device (particularly installing external firmware not approved by the manufacturer or modifications to the device hardware) may result in a loss of all warranty claims.

TREKSTOR®
Enjoy now.

# EC DECLARATION OF CONFORMITY

**As manufacturer and importer respectively:**

**TrekStor GmbH**
Kastanienallee 8 - 10
D-64653 Lorsch, Germany

herewith declares that the products

**Product:** **SurfTab breeze 7.0 plus (ST70204-3)**

**Type:** **Mobile Internet Device**

comply with the following directive(s):

- **99/5/EC** **Radio Equipment and Telecommunications Terminal Equipment**
- **2004/108/EC** **EMC Directive: Electromagnetic Compatibility**
- **2006/95/EC** **Low Voltage Directive**

The following norms were consulted to assess conformity:

- **EN 300 328 V1.8.1**
  Electromagnetic compatibility and Radio spectrum Matters (ERM); Data transmission equipment operating in the 2,4 GHz ISM band and using wide band modulation techniques
- **EN 301 489-1 V1.9.2 EMC and ERM**
  EMC standard for radio equipment and services; Part 1: Common technical requirements
- **EN 301 489-17 V2.2.1**
  Electromagnetic compatibility and Radio spectrum Matters (ERM); ElectroMagnetic Compatibility (EMC) standard for radio equipment; Part 17: Specific conditions for 2,4 GHz wideband transmission systems.
- **EN 60950-1:2006/A2:2013**
  Information technology equipment – Safety – Part 1: General requirements

The CE symbol confirms that this product conforms with the above mentioned norms and regulations.

The manufacturer also declares the conformity of the product according to the following directives:

- **2001/95/EC** **General Product Safety**
- **2011/65/EU** **RoHS: Hazardous substances in electrical and electronic equipment**
- **2006/1907/EC** **REACh: Regulation concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals**
- **2009/125/EC** **Ecodesign requirements for energy-using products**

T. Koroscha

**Lorsch,** **23.01.2014** **Thorsten Koroscha, LPM**

## Supportinformationen

**Sollten Sie Fragen zu Ihrem TrekStor Produkt haben, gehen Sie bitte wie folgt vor:**

- Überprüfen Sie anhand der Produkteigenschaften und der Funktionen Ihres Gerätes (auf der Verpackung ersichtlich), ob Sie die richtigen Einstellungen vorgenommen haben.
- Lesen Sie aufmerksam die gesamte Bedienungsanleitung.
- Informieren Sie sich auf unserer Website **www.trekstor.de** über aktuelle Informationen zu Ihrem Produkt (z. B. neu verfügbare Firmware-Updates).

**Wenn Sie weitergehende Fragen zu Ihrem Produkt haben, beachten Sie bitte die folgenden TrekStor Supportoptionen:**

**FAQ** Der FAQ-Bereich unserer Website bietet Ihnen vielfältige Problemlösungshinweise. Hier erhalten Sie Antworten zu den am häufigsten gestellten Fragen zu unseren Produkten.

**E-Mail** Füllen Sie das Supportformular auf unserer Website aus oder senden Sie eine E-Mail an **support.de@trekstor.de**.

**Telefonsupport** Von Deutschland aus wählen Sie bitte **01805-TREKSTOR***, **01805-87357867***. Die Nummer der Supporthotline für andere Länder finden Sie auf unserer Website unter "SERVICE".

* 14 Cent/Min. aus dem deutschen Festnetz der DTAG, max. 42 Cent/Min. aus Mobilfunknetzen.

## Support information

**If you have any questions regarding your TrekStor product, please proceed as follows:**

- Check the features as well as the functions of your device (apparent on the packaging), in order to use the correct settings.
- Read the manual carefully.
- Inform yourself on our website **www.trekstor.de/en** about the up-to-date information concerning your product (e. g. available most recent firmware releases).

**In the case you have further questions regarding your product, please note the following TrekStor support options:**

**FAQ** The FAQ area of our website offers you a wide range of problem solving hints. Here you can obtain answers to the most frequently asked questions concerning our products.

**E-Mail** Please fill in the support form on our website or send an E-Mail to **support.en@trekstor.de**. You can find mailing addresses for other countries when you click "SERVICE" at the menu bar on our website.

**Phone support** Please find the number of the support hotline for your country on our website under "SERVICE" as well.

**TrekStor GmbH**
Kastanienallee 8-10
D-64653 Lorsch, Germany

www.trekstor.de

CE 1313

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